



THE APPLE CORE

Annual Member Newsletter

January 2021

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HOLIDAY CLOSINGS

All offices closed unless otherwise noted

Martin Luther King Jr. Day

Monday, January 18th

President's Day

Monday, February 15th

Memorial Day

Monday, May 31st

Independence Day (Observed)

Monday, July 5th

Labor Day

Monday, September 6th

Columbus Day

Monday, October 11th

Veterans Day

Thursday, November 11th

Thanksgiving Day

Thursday, November 25th

Christmas Eve

Friday, December 24th

Noon Closing

Christmas Day

Saturday, December 25th

New Year's Eve

Friday, December 31st

Closing at 3 PM

New Years Day

Saturday, January 1st 2022

CONTACT US

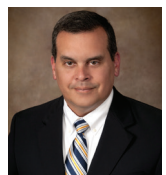
Live Chat: [llcu.org](https://www.llcu.org)

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A MESSAGE FROM THE PRESIDENT



ROBERT ARES

2020 was unlike any other year in the history of our great financial institution. There was much for which to be frustrated and confused. There was much for which to be fearful. And yet, Land of Lincoln Credit Union continued its journey of unparalleled financial performance and unaltered commitment to service. We are very proud of both.

Your credit union experienced organic growth unlike any other year in its history. As of December 31, 2020, assets totaled \$307MM compared to \$259MM at December 31, 2019. This represents growth of approximately 18.5%. By contrast, at September 30, 2020, credit unions in our NCUA peer-group experienced growth of 17.6%.

Your credit union, also, experienced growth in membership and shares. At December 31, 2019, membership totaled 32,312. As of December 31, 2020, membership had expanded to 32,455 members. Shares at December 31, 2019 totaled \$227MM versus \$271MM at December 31, 2020, or 19.6%

increase. LLCU continued to provide loans to its members. Through the end of the 2020, your credit union made more than 5,400 loans totaling \$73MM. Many of the loans made to our members would not have otherwise been made available to them by other financial institutions. Moreover, the delinquency ratio, 0.50%, was maintained well below that of peer.

Your credit union, in 2020, increased dividends paid to it members by 6.5%. Even so, your credit union continued to be very profitable. The return on assets, a metric used to determine the profitability of an organization, was 0.91%. By comparison, as of September 30, 2020, that metric for our national peer credit unions was 0.50%. Finally, our capital ratio, a very healthy 11.17%, positions our credit union for continued, sustainable, growth.

As part of providing new products and services, we rolled out our new online banking platform. The old platform had not been updated for several years and our members were, on an ongoing basis, experiencing prolonged service outages. This new platform allows for

enhanced security measures and features such as password self-reset, touch ID and face ID capabilities, drag and drop funds transfers and more. Also, late in 2019, LLCU developed and began offering in-house 15-year and 30-year residential mortgages to our members. This product was well received. In 2020, LLCU provided 251 members in-house 1st mortgages totaling more than \$31MM, and an additional 121 members received mortgage financing through a preferred 3rd party provider.

Land of Lincoln Credit Union committed to the continued development of our staff. 33 of our teammates completed coursework to become Certified Financial Counselors. These individuals, now, stand ready to better assist our members in achieving financial success.

Community involvement and enrichment remained a priority at LLCU. In spite of the ongoing and everchanging restrictions due to COVID 19, the staff provided more than 1,100 hours of volunteer service to more than 150 different religious and civic organizations in the various markets that we serve. As some *Continued on Page 2.*

MESSAGE FROM THE PRESIDENT CONT.

of our members experienced interruptions in employment due to COVID 19, LLCU provided those that were impacted with payment deferments. Likewise, your credit union made monetary donations exceeding \$135,000 in support of local non-profit organizations. Of that, local food banks received more than \$20,000 in donations. That was equivalent to serving just under 10,000 meals. The staff assisted more than 300 members to improve their credit through the use of our fresh start

accounts. Finally, LLCU assisted 221 businesses apply for and receive more than \$6.6MM in Paycheck Protection Program Forgivable Loans (PPP loans).

Looking back, as CEO, I am not surprised by what our staff accomplished, working together. These individuals that, collectively are known as Land of Lincoln Credit Union, are committed to service – service to each other, service to our members, and service to our communities. While there will be challenges in 2021, with

that level of commitment to service, I am proud to say that your credit union is well-positioned to meet those challenges.

Sincerely and respectfully,

Robert Ares
President/CEO



NEW ONLINE BANKING & MOBILE APP

On December 7th, 2020, we launched a new state-of-the-art Online Banking Platform and Mobile App. Prior to this launch, LLCU Online Banking had not been updated for several years. The platform was antiquated, outdated, and contained potential security risk for our members. Additionally, we were experiencing prolonged service outages mostly due to the age of the software.

The new platform offers enhanced security measures and features that give you, the member, more control. While there were changes to some of the functionality of the platform, overall, the user experience was streamlined. We continue to make

improvements to the online banking platform and app, based on member feedback and while considering industry standards and technology developments. Some of the new and improved features you will be able to utilize in the coming year include:

- Password Self-Reset Option
- Touch ID & Face ID Capabilities
- Increased Security Features
- Drag & Drop Funds Transfers
- Scheduling Transfers to and from Other Financial Institutions
- Pay People via Email or Text
- Freeze Credit & Debit Cards
- Set Travel & Fraud Alert

If you have not enrolled in our new Online Banking, you can visit our website to set it up today! Also, feel free to email us with your feedback and or suggestions at llcu@llcu.org.



GREAT THINGS COMING IN 2021

NEW YOUTH ACCOUNT PROGRAM

Coming in Spring 2021, LLCU will introduce "MAKING CENTS YOUTH PROGRAM" which will feature a new and improved banking program for LLCU youth members ages Birth – 18 years.

LLCU ELITE MEMBER PROGRAM

Coming in Spring 2021, LLCU will introduce the new LLCU ELITE MEMBER program, which will provide members that use LLCU as their Primary Financial Institution with exclusive offers and benefits.

NEW WAY TO TRANSFER

Members will soon be able to use ZELLE® if enrolled in LLCU Online Banking, which provides a fast and easy way to send and receive money!

LLCU COMMUNITY DONATIONS

In 2020, Land of Lincoln Credit Union did not have as many opportunities to give back to its communities with volunteer hours. We chose to give back in different ways. LLCU made an effort to donate to local charities and causes in need. At the beginning of the year, we donated \$1000 in Visa Gift Cards to

local Police Departments and Sheriff's Offices. The gift cards were for officers to give out when they saw a need in the community. LLCU also donated to the Decatur Boys & Girls Club to build a new state of the art playground for their kids to enjoy. LLCU donated \$20,000 to several central Illinois food pantries

in partnership with a grant from the Federal Home Loan Bank of Chicago. There are many other instances to account for the past year; we hope to continue to support our communities in 2021.



Pizzas delivered to Vandalia's Sheriff's Office for National First Responder Day.



LLCU donation to Centralia Police Department.



Donation to Decatur Junior Football League.



Donation to the Greater Decatur Black Chamber "Operation Save Christmas".



LLCU Donation to Pana Police Department.



Pizzas delivered to Mt. Zion Fire Dept. for National First Responder Day.



Donation to Effingham Catholic Charities.



Donation to Effingham Police & Sheriff Departments.



Catholic Charities of the Diocese of Springfield.



Donation to Mattoon Police Department.



Playground Donation to Boys & Girls Club of Decatur.



Donation to Decatur Habitat for Humanity.



LAND OF LINCOLN CREDIT UNION 2020 COMMUNITY IMPACT

\$1,321,111

PAID IN DIVIDENDS TO LLCU MEMBERS

HELPED



1,833 MEMBERS BEHIND THE WHEEL

HELPED 221

BUSINESSES APPLY FOR & RECEIVE \$6.6MM IN PPP LOANS



HELPED



MEMBERS BECOME HOME OWNERS



1,116

VOLUNTEER HOURS COMPLETED BY EMPLOYEES



PAID \$1,238

TO YOUTH MEMBERS THROUGH "PAYS FOR A'S"



DONATED \$135,816

IN SUPPORT OF 84 LOCAL ORGANIZATIONS

HELPED

313

MEMBERS IMPROVE THEIR CREDIT WITH FRESH START ACCOUNTS



\$46,500

DONATED FOR NEW PLAY-GROUND AT BOYS & GIRLS CLUB

HELPED

331

MEMBERS OPEN OR EXPAND BUSINESS

9,980 MEALS



PROVIDED BY LOCAL FOOD PANTRIES FROM DONATIONS TOTALING \$20,000

*Statistics from LLCU Annual Financial Report and analysis from feedingamerica.org